Neogov

for

HR Professionals

Session 3: Supplemental Questions & Evaluation Steps

hrd | human
resources
division

King County

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Session 3 Agenda

Session 3 training will focus on:

- Understanding the use of supplemental questions in Neogov

- Developing supplemental questions

- Creating evaluation steps that are aligned with use of your supplemental questions (to filter/screen for the "good, better, best" applicants)

Supplemental Questions & Neogov

WHY USE SUPPLEMENTAL QUESTIONS?

As an experienced HR professional, you understand the value of well-crafted supplemental questions. Effective supplemental questions will:

- Ensure applicants understand the qualifications needed to perform the job.

- Give applicants the opportunity to demonstrate how they meet or exceed these qualifications.

- Allow you to provide *specific guidelines* for applicants to describe and verify that they meet these qualifications.

- Keep you from guessing at the duties applicants have performed. No more reading between the lines of an application to see if the applicant has the KSAs you need.

- Allow you to quickly review key information. Using Neogov's filtering and autoscoring tools, you can determine whether applicants have specific knowledge or skills without reading every application or sorting through irrelevant information.

- Increase the objectivity of the screening process. You can use Neogov's tools to automatically filter for applicants who meet specified criteria.

DEVELOPING SUPPLEMENTAL QUESTIONS

To make the best and most effective use of Neogov's features, you need to develop strong and successful supplemental questions. Neogov's filtering and autoscoring tools rely entirely on the quality of the supplemental questions you craft.

Here are some guidelines for developing successful supplemental questions for Neogov:

- Since you will base questions on the job posting, highlight on the job posting the job duties, KSAs, and minimum qualifications that will help you determine the "good, better, best" applicants. We'll go into this in the next section.

- Most of your questions should provide a specific format for applicants to demonstrate and verify their qualifications. Using a specific format improves your ability to filter for criteria. The best formats are:

    o Radio button questions: This format gives applicants a list of options and asks them to select **one** option. You can filter or autoscore this type of question.

       Here's an example of a good way to use radio button questions:

       Which best describes your highest level of education?

           ❍ *High school*
           ❍ *Some college*
           ❍ *Associate's or technical degree*
           ❍ *Bachelor's degree*
           ❍ *Master's degree*
           ❍ *PhD*
           ❍ *JD*
           ❍ *Other advanced degree*

o Checkbox questions: This format gives applicants a list of options and asks them to select **all the options that apply**. You can filter or autoscore this type of question.

Here's an example of a good way to use checkbox questions:

Which computer programs are you proficient in using (intermediate or advanced user)? Check all that apply.

- ☐ *Microsoft Word*
- ☐ *Microsoft Excel*
- ☐ *Microsoft Outlook*
- ☐ *Microsoft PowerPoint*
- ☐ *Microsoft Access*
- ☐ *Microsoft Project*

- Use a question such as "Please select the functions/processes in which you have professional experience. Check all that apply." to capture a list of job duties.

- Use text questions wisely.

  In Neogov, text questions are best used to have applicants document and describe their experience with "soft" skills (such as customer service and ability to manage multiple projects simultaneously). Checkbox and radio questions don't document soft skill questions in a meaningful way. Having an applicant check a box that reads "I have strong customer service skills" is less effective than having applicants answer a question that reads "Tell us about a time when you had to resolve an issue that affected diverse and multiple customers. Be specific and list the employer and your job title."

- You can filter from the standard application questions, agency-wide questions, job specific supplemental questions, application received date, online/paper application, and notification preference.

- You can autoscore supplemental questions.

- Consider having the hiring manager or a job expert review the supplemental questions. They know the job and understand the necessary experience and qualifications.

- As you create your supplemental questions, keep in mind which questions you'll use to screen for minimum qualifications and which you'll use to screen for highly desirable qualifications or the most competitive applicants. This information will help you determine which evaluation steps you will create to

> Don't worry about the list of supplemental questions being too long. On an online application, it will take applicants less than 15 minutes to answer 30 questions.

THE "HIGHLIGHTING METHOD" OF CREATING SUPPLEMENTAL QUESTIONS

As we mentioned in the previous section, a good way to create supplemental questions is by using the "highlighting method." Using a highlighter, you can identify the duties or KSAs that are minimum qualifications and those that are highly desirable or that the most competitive applicants will have.

You can do this electronically or the low-tech way: on paper. To use this method electronically, copy your posting from Neogov and paste it into Microsoft Word. Then you can use Word's highlighter to track the information you are using in the supplemental questions. The low-tech way involves printing out the job posting and using highlighter markers to track the information used in supplemental questions.

Here's an example:

Administrator III

DUTIES:

- Provide support to the Human Resources Division in the areas of ==recruitment==, testing, and internal human resources matters including but not limited to: ==executive leave, alternative work week review and approval, salary placement approvals, temporary worker review, requests, and approvals, performance appraisals and merit awards==.
- Supervise the ==payroll function to ensure proper application of personnel guidelines and collective bargaining agreements with reference to pay administration. Respond to payroll-related inquiries under the guidance of the Deputy Director==.
- Serve as the ==custodian of the personnel files== to ensure proper storage, security and maintenance.
- Responsible for accounts payable, contract administration, RFP administration and financial coordination with other agencies.
- Respond to facilities needs for each of three locations the Human Resources Division occupies. Coordinate with the Facilities Management Division and contractors to coordinate facilities related matters. Plan and schedule facilities moves including coordination with Information Technology service providers. Responsible for the design and execution of all remodel efforts.
- Maintain and coordinate the Human Resources Division budget. Provide regular reports and respond to inquires from the Office of Budget and Management and ensure monthly maintenance of the budget. Play a lead role in the composition of the annual budget and completion of all required forms as well as represent the Human Resources Division at budget meetings. Coordinate with Office of Budget and Management staff and council staff on technical matters related to the budget. Ensure the technical and documentary portions of the annual budget are completed and filed with the Office of Budget and Management in a timely manner.
- Responsible for other miscellaneous functions such as the annual ==ethics disclosure statements==, ==disaster drill coordination==, and student participation in government.
- Perform other duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Successful candidates must have a ==Baccalaureate degree== in ==Human Resources, Business Administration OR a closely related field== and ==2 years of relevant experience== in the qualifications listed below OR any equivalent combination of education and experience.

- ==Knowledge of human resources management techniques and principles.==
- ==Knowledge of documentation management principles and practices.==
- ==Knowledge in public, business and contract administration.==
- ==Knowledge of legislative process.==
- ==Knowledge of payroll administration.==
- ==Knowledge of purchasing and procurement.==
- ==Knowledge of accounts payable.==
- ==Knowledge of facilities-related support.==
- ==Demonstrated experience in research and information gathering.==
- ==Skill in implementing and initiating programs and projects.==
- Skill in budget development and analysis.
- Skill in managing multiple tasks simultaneously.
- Skill in working effectively as a team member to coordinate accomplishment of tasks.
- ==Skill in coordinating work of multi-disciplinary staff.==
- Excellent written and oral communications and presentation skills.

Administrator III Supplemental Questions

* 1. ==Which bests describes your level of education?==

❑ High school   ❑ PhD

❑ Some college   ❑ JD

❑ Bachelor's degree   ❑ Other advanced degree

❑ Master's degree

2. If you have a degree, which best describes your field of study?

    ❑ Human Resources   ❑ Closely related field

    ❑ Business Administration   ❑ Other

3. If you answered "Closely related field" or "Other field", please list your field of study.

4. How many years of human resources experience do you have?

    ❑ None   ❑ 2 to 5 years

    ❑ 1 to 2 years   ❑ 5 years or more

5. Please select the functions/processes below in which you have professional experience. Your application materials must demonstrate and substantiate this experience. Check all that apply.

    ❑ Human resources management techniques and principles

    ❑ Recruitment processes

    ❑ Documentation and management techniques and principles

    ❑ Public, business and contract administration

    ❑ Legislative processes

    ❑ Payroll administration

    ❑ Purchasing and procurement

    ❑ Accounts payable

    ❑ Facilities-related support

    ❑ Research and information gathering

    ❑ Budget development and analysis

    ❑ Ethics disclosure statements

    ❑ Disaster drill coordination

    ❑ Maintaining personnel records and files

    ❑ Implementing and initiating programs and projects

    ❑ Coordinating the work of multi-disciplinary staff

* 6. Please select the recruitment functions you have performed. Check all that apply.

    ❑ Process payroll

    ❑ Supervise or oversee the payroll administration process

    ❑ Research payroll related information in response to payroll inquiries

    ❑ Research and interpret applicable employment guidelines related to payroll administration and implementation

    ❑ Research and interpret applicable collective bargaining agreements related to payroll administration and implementation

    ❑ I have no experience with payroll administration

* 7. Tell us about a time when you initiated and implemented a complex program or project. What tools did you use? What was the result? Be as complete and specific as possible, listing your employer and job title.

* 8. In which type of agencies have you gained your professional experience?

    ❑ Public sector agency

    ❑ Private sector agency

    ❑ Matrixed environment

* 10. Please describe your experience working within legislative processes. Please be as complete and specific as possible.

ADDING SUPPLEMENTAL QUESTIONS

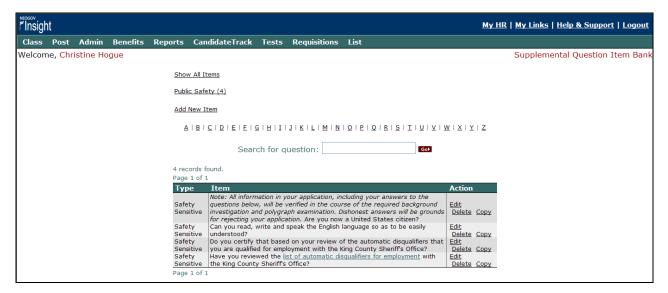1. In the Job Posting section of the Exam Plan Detail screen, click the Edit button in the Action column.

2. At the top of the screen, click Item Bank.

The Item Bank contains frequently-used questions. You can add questions from the item bank to your posting as a shortcut.

For example, the King County Sheriff's Office is required to ask specific questions of all applicants, including whether an applicant is a United States citizen. The item bank stores these questions, which can then be quickly added to a job posting.
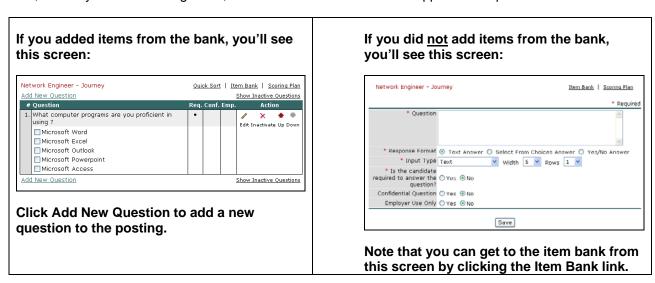

If you would like to add a question to the item bank, please contact an HRD Neogov system administrator.

3. To add an item from the item bank to your posting, click the Add button in the Basket column. When an item is selected, you should see the item in the basket at the top of the screen (also, the Basket column will display Remove instead of Add). Continue to add items as needed.

4. When you're done selecting items, click Checkout. *This is important* – if you don't click Checkout, the items you've selected will not be added to the posting.

Also, even if you're not adding items, click Checkout to move to the supplemental questions screen.

If you added items from the bank, you'll see this screen:	If you did <u>not</u> add items from the bank, you'll see this screen:
Click Add New Question to add a new question to the posting.	**Note that you can get to the item bank from this screen by clicking the Item Bank link.**

5. Enter the question, then select the appropriate response format.

- **Text answer:** Use this format when the applicant must respond with a written answer (for example, when the applicant must write an essay). Use these settings for this format:
  - ○ Input type – Scrolling Text Box
  - ○ Width – 50
  - ○ Rows – 12

- **Select From Choices Answer:** Use this format when the applicant should select from a list of options. Use these settings for this format:
  - ○ Input Type – If the applicant can select more than one answer, use Checkboxes (we don't use drop-down boxes because of accessibility issues). If the applicant can select only one answer, use Radio.
  - ○ Response Options – Enter the response option and, optionally, an internal code and the point value of the option. Click Add Option to add another option.

- **Yes/No:** Use this format when the applicant must respond with either Yes or No *and you will not be autoscoring the answer*.

6. Indicate whether the applicant is required to answer the question and whether applicant answers are confidential. We are not currently using the Employer Use Only field.

7. Click the Save button.

8. Go to My HR.

Setting Up Evaluation Steps

WHAT ARE EVALUATION STEPS?

Evaluation steps are the phases at which you will be evaluating applicants. Evaluation steps may vary by job posting, depending on the complexity of the items you are evaluating and the number of applications you received. Typical evaluation steps are reviewing for minimum qualifications, banding for competitive and/or most competitive, review by subject matter experts, scheduling performance/written tests, and scheduling interviews.

For Neogov to track applicant information for EEO purposes, you must remember to include steps to:

- Screen for minimum qualifications (MQs)

- Designate employees selected for interviews

TYPES OF EVALUATION STEPS

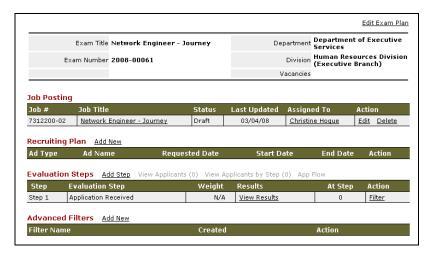Neogov provides several types of evaluation steps:

- **Supplemental Questionnaire** (Used with automatic scoring plans) – Used when evaluating supplemental question answers on a pass/fail basis or to use supplemental question automatic scoring

  o Pass/Fail – Applicants are marked as either passed or failed based on their supplemental question answers

  o Scored – Applicants are evaluated and given an automatic score based on their supplemental question answers as they are scored using the defined scoring plan

- **Training and Experience** – Much like the Supplemental Questionnaire step, the Training and Experience evaluation step is used when evaluating supplemental question answers on a pass/fail basis or scored, but the applicant scores to their answers are entered manually.

  o Pass/Fail – Applicants are marked as either passed or failed based on their supplemental question answers

  o Scored – Applicant scores are manually input based on their supplemental question answers. Refer to the 'Scoring Plan' section of the user's guide for more information on this feature.

- **Written Exam** – Used to schedule multiple people to show up at one time in the same location and attain one score for the step

  o Pass/Fail – After completing the exam, if you are not tracking the scores, you can mark the applicant as passed or failed on the step

  o Scored – Either manually or automatically capture the applicant exam score

- **Performance Exam** – Used to schedule multiple applicants to show up at one time in the same location and attain either one or multiple rater scores for the step (scheduled like a written exam but scored like an oral board)

  o Pass/Fail – After completing the performance exam, if you are not tracking the scores, you can mark the applicant as passed or failed on the step

  o Scored – Manually capture the applicant test score and track the results of one or more raters

- **Oral Exam** – Used to schedule multiple applicants one after another and attain either one or multiple rater scored for the oral exam

    - Pass/Fail – After completing the oral exam, if you are not tracking the scores, you can mark the applicant as passed or failed on the step

    - Scored – Manually capture the applicant oral exam score and track the results of one or more raters

- Other – Identical functionality as the Training and Experience step

SET UP EVALUATION STEPS

Evaluation steps are the stages at which you screen out applicants. Typical evaluation steps include minimum experience, required qualifications, supplemental questionnaire, technical test, and interview.

1. In My HR, click the exam number in the requisition's Exam column to return to the Exam Plan Detail screen.

2. Go the Evaluation Steps section. *Step 1 – Application Received* is automatically created by Neogov.

3. Click Add Step.

4. Select whether the step is a supplemental questionnaire, training and experience, written exam, performance exam, oral exam, or another type.

    If you are autoscoring a step, you must select supplemental questionnaire. You can use the SQ type only once when autoscoring.

5. If you'd like to use a unique identifier for the step, type the identifier in the Step Name field (if you don't enter a name, the step type will default as the name).

    For example, the King County Sheriff's is required to ask specific questions of all applicants. These questions are part of a self-screening process, so instead of "supplemental questionnaire", KCSO may name this step "Self Screening Background Questionnaire".

6. Applicants can view their application status through their governmentjobs.com account.

   Governmentjobs.com will automatically update this status with the step name, but because we would like to keep our applicants up-to-date on the status of their application, enter the status in the Display Candidate Status As field. For example, if your step name is Min Quals, you may want to enter "Screening for minimum qualifications" in the status field.

   You'll need to keep this field updated. When you've moved people to the next step and you are no longer actively considering any of the applicants at the step, change the status. In the example above, you may want to enter "No match with minimum qualifications." This will let the applicants know that their application is no longer being evaluated.

7. Select whether the step is evaluated on a scored or pass/fail basis.

8. Enter comments as necessary.

9. Click the Save button. If you indicated that the step is scored, complete these additional fields:

   ● **Final Score Weight** – Weight of this evaluation step as it relates to the applicant's weighted final score

   ● **Round Score** – When calculating and displaying the applicant's score for this step, is the score rounded

   ● **Calculate Final Score Based on**

     ○ Rescaled Score – Rescale the applicant's score according to the following criteria

        ▪ Cut-off raw score

        ▪ Max raw score

        ▪ Rescale cut-off raw score to

     ○ Percentage Score – The applicant's score is calculated based on the number of points they achieve towards the highest number of points attainable at the step

        ▪ Max Raw Score – The maximum number of points the applicant could receive at this step (if the applicant were to receive the highest possible points on each question, they would get this score)

        ▪ Passing Score Percentage – The percentage of points the applicant must receive in order to pass this step

     Note: The max raw score and passing score percentage are only placeholders and can be modified later when evaluating adverse impact and adjusting pass point settings

10. Click the Save button.

11. Add other steps as necessary.

Preview of Session 4: Filtering, Eligibility Lists, Notifications

Screening and filtering techniques:

- Automatically identify "good, better, best" applicants

- Filter for specific criteria (department, geography, skills, etc.)

- Move applicant in evaluation steps

- Notify applicants by e-mail or paper

- Create eligibility lists